



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Gallatin River Communications L.L.C.**  
**d/b/a CenturyLink GRC**  
**for quarter ending March 31, 2007**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.70	5.60	6.00	5.77
B. Operator Answer Time - Information [730.510(a)(1)]	3.68	4.46	3.89	4.01
C. Repair Office Answer Time [730.510(b)(1)]	12.00	14.00	13.00	13.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	15.00	13.00	10.00	12.67
E. Percent of Service Installations [730.540(a)]	99.38%	99.46%	99.10%	99.31%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.56%	99.78%	99.84%	99.74%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.34	1.25	1.63	1.41
H. Percent Repeat Trouble Reports [730.545(c)]	7.84%	2.34%	8.11%	6.31%
I. Percent of Installation Trouble Reports [730.545(f)]	2.05%	1.95%	1.40%	1.80%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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